



Last Updated: 03/09/2022

Intellectual Disability On-line System (IDOLS): Service Authorization

This Memorandum is a follow up to the Medicaid Memorandum, published September 6, 2011, concerning the implementation of Intellectual Disability On-Line System (IDOLS) for waiting list and enrollment functions. The purpose of this Memorandum is to alert the above-referenced providers that IDOLS is being upgraded to allow the electronic filing of certain forms for *Service Authorization* via IDOLS. Deployment will occur by Health Planning Region beginning December 2011 and the system is anticipated to be fully implemented by the Department of Behavioral Health and Developmental Services (DBHDS) by March 1, 2012. As noted in the first IDOLS Memorandum, DMAS is currently updating the Mental Retardation/Intellectual Disability Community Services Manual to reflect this change.

IDOLS is a web-based system designed to improve and streamline Intellectual Disability (ID) and Day Support (DS) Waiver services for individuals and their families. This second phase of implementation will enable electronic submission and processing of service authorization requests. As a prerequisite to participation in IDOLS, all Intellectual Disability (ID) and Day Support (DS) Waiver providers are required to set up accounts in DBHDS' DELTA system during the month of November 2011. This is the portal that will be used to access IDOLS. Providers may access the DBHDS website at <http://www.dbhds.virginia.gov/ODS-UsefulInformation.htm#DELTA> for details regarding mandatory DELTA account set-up. Training in the use of IDOLS to accomplish service authorization functions will commence in December and continue through February 2012. Future IDOLS training dates/registration links will be posted on the Office of Developmental Services website at <http://www.dbhds.virginia.gov/ODS-default.htm>.

Because IDOLS is a web-based system, providers will no longer be required to use DMAS paper forms to request service authorization. As of December 2011, trained ID and DS Waiver service providers may begin using IDOLS web-based forms in lieu of the forms listed below. By March 1, 2012, all ID and DS Waiver providers will be expected to utilize IDOLS in lieu of the paper forms listed below to request service authorization, except for situations in which electronic access is unavailable.



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1. MR/ID and DS Waiver Individual Service Authorization Request Fax Submission Form (DMH 885E 1205 rev. 11/4/10)

2. All ISARs

MR/ID Waiver

- a. Crisis Stabilization (DMAS 430)
- b. Day Support (DMAS 442-A)
- c. Skilled Nursing (DMAS 448)
- d. Residential Support (DMAS 440)
- e. Agency Directed Personal Assistance (DMAS 443)
- f. Agency Directed Respite (DMAS 444)
- g. Agency Directed Companion (DMAS 413)
- h. Supported Employment (DMAS 441)
- i. 60-Day Assessment (DMAS 439)
- j. Prevocational (DMAS 442-B)
- k. Therapeutic Consultation (DMAS 445)
- l. Assistive Technology (DMAS 447-A)
- m. Environmental Modification (DMAS 446)
- n. PERS (DMAS 447-B)
- o. CD Companion (DMAS 427)
- p. CD Respite (DMAS 419)
- q. CD Personal Assistance (DMAS 428)
- r. Transition Services (DMAS 417)

DS Waiver

- s. Day Support (DMAS 461)
- t. Prevocational (DMAS 462)
- u. 60-Day Assessment (DMAS 470)
- v. Supported Employment (DMAS 464)

3. Status of MR/ID or DS Waiver Services Request (DMH 851E 1153 Rev. 11/2010) [**ODS Generated**]



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Providers with questions concerning signing up for or using the IDOLS system may contact Cheri Stierer of the Department of Behavioral Health and Developmental Services, at cheri.stierer@dbhds.virginia.gov. For questions regarding DMAS forms or working with DMAS via the IDOLS system please contact Sam Piñero in the DMAS Long Term Care Division (Sam.Pinero@dmas.virginia.gov).

Are You Ready for 300H Implementation?

Item #300H of the 2011 General Assembly Appropriation Act requires all providers to submit claims electronically via Electronic Data Interchange (EDI) or Direct Data Entry (DDE), and receive payments via Electronic Funds Transfer (EFT) for those services provided to Medicaid enrollees. If you are not already submitting claims electronically, please contact the EDI Helpdesk at 866-352-0766 for more information. If you do not receive your payment by EFT, please contact Provider Enrollment Services as soon as possible at 888-829-5373. The deadline for all providers to submit their claims electronically and receive payments by EFT is July 1, 2012.

VIRGINIA MEDICAID WEB PORTAL

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to

access this information. The Virginia Medicaid Web Portal can be accessed by going to: www.virginiamedicaid.dmas.virginia.gov. If you have any questions regarding the Virginia Medicaid Web Portal, please contact the ACS Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00

a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KePRO's Provider Portal, effective October 31, 2011 at <http://dmas.kepro.org/>.

ELIGIBILITY VENDORS

DMAS has contracts with the following eligibility verification vendors offering internet real-time, batch and/or integrated platforms. Eligibility details such as eligibility status, third



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party liability, and service limits for many service types and procedures are available. Contact information for each of the vendors is listed below.

Passport Health Communications, Inc. www.passporthealth.com sales@passporthealth.com Telephone: 1 (888) 661-5657	SIEMENS Medical Solutions - Health Services Foundation Enterprise Systems/HDX www.hdx.com Telephone: 1 (610) 219-2322	Emdeon www.emdeon.com Telephone: 1 (877) 363-3666
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"HELPLINE"

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.